Inspirica Inc. (formerly St Luke's LifeWorks)
Stamford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	107	108	-1%
	Admits	17	26	-35% ▼
	Discharges	21	18	17% ▲
	Service Hours	790	939	-16% ▼
	Bed Days	5,378	4,768	13% ▲

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Residential Services	60	51.7%
	Case Management	31	26.7%
Addiction			
	Residential Services	19	16.4%
Forensic MH			
	Crisis Services	6	5.2%

Consumer Satisfaction Survey (Based on 82 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		94%	80%	91%
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		91%	80%	93%
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		91%	80%	92%
✓ Access		91%	80%	88%
✓ Outcome		91%	80%	83%
✓ Recovery		84%	80%	79%

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | Under Goal

Client Demographics

Age	#	%	State Avg
18-25	4	4%	13%
26-34	12	11% ▼	23%
35-44	9	8% ▼	19%
45-54	34	32%	23%
55-64	43	40% ▲	16%
65+	5	5%	5%

Gender	#	%	State Avg
Male	66	62%	59%
Female	41	38%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	88	82%	75%
Hisp-Puerto Rican	16	15%	12%
Hispanic-Other	2	2%	6%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	61	57%	65%
Black/African American	41	38% ▲	17%
Asian	2	2%	1%
Other	2	2% ▼	13%
Am. Indian/Native Alaskan	1	1%	0%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Atlantic Park Apts 120-260
Inspirica Inc. (formerly St Luke's LifeWorks)
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	14	7%	
Admits	1	-		
Discharges	1	-		
Service Hours	86	76	12%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		15	100%	85%	89%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		14	100%	90%	88%	10%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	100%	97%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	69%	68%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■					17%
Discharges				■			17%
Services	■	■		■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Colony Apartments 120-261
Inspirica Inc. (formerly St Luke's LifeWorks)
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	15	7%	
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	78	95	-17%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		16	100%	85%	89%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		16	100%	90%	88%	10%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	100%	97%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	100%	68%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services	■	■		■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Gilead House 120-250
Inspirica Inc. (formerly St Luke's LifeWorks)
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	15	27%	▲
Admits	8	6	33%	▲
Discharges	8	6	33%	▲
Bed Days	2,220	1,864	19%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	50%	96%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	90%	81%
✓ SA Screen Complete	90%	80%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■		■	■	83%
Discharges	■	■		■		■	67%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		4	50%	60%	61%	-10%	▼
● Follow-up within 30 Days of Discharge		3	75%	90%	80%	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	100%	95%	98%	5%
✓ Social Support		12	63%	60%	88%	3%
● Employed		0	0%	25%	9%	-25% ▼
● Improved/Maintained Axis V GAF Score		12	86%	95%	70%	-9%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	■■■■■■	13	304 days	0.4	93%	90%	92%	3%

■ < 90% ■ 90-110% ■ >110%

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Gilead Jail Div Respite 120251
Inspirica Inc. (formerly St Luke's LifeWorks)
Forensic MH - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	4	50%	▲
Admits	3	3	0%	
Discharges	3	1	200%	▲
Bed Days	495	362	37%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	100%	15%	▲
✓	Follow-up within 30 Days of Discharge		3	100%	90%	100%	10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		3	137 days	0.4	90%	90%	88%	0%

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							50%

1 or more Records Submitted to DMHAS

▲ > 10% Over | ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 4 Active Respite Bed Programs

Gilead Outreach120-262
Inspirica Inc. (formerly St Luke's LifeWorks)
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	45	-9%	
Admits	1	11	-91%	▼
Discharges	4	4	0%	
Service Hours	626	768	-18%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	92%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	92%
✓ SA Screen Complete	100%	90%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	96%

Data Submitted to DMHAS by Month

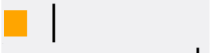
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■						17%
Discharges		■	■				33%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

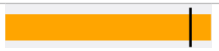
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		3	75%	50%	71%	25%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		38	93%	60%	87%	33%	▲
✓ Stable Living Situation		40	98%	85%	93%	13%	▲
● Employed		5	12%	25%	13%	-13%	▼
● Improved/Maintained Axis V GAF Score		33	82%	95%	73%	-13%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	100%	90%	96%	10%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 51 Active Residential Support Programs

McKinney Res. Aids 460832
Inspirica Inc. (formerly St Luke's LifeWorks)
Addiction - Residential Services - AIDS Residential

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	21	-10%	
Admits	4	6	-33%	▼
Discharges	5	6	-17%	▼
Bed Days	2,663	2,542	5%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	100%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		1	20%	85%	43%	-65%	▼

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Follow-up within 30 Days of Discharge		0	0%	90%	38%	-90%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Self Help		18	95%	60%	80%	35%	▲
Abstinence/Reduced Drug Use		0	0%	70%	0%	-70%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	495 days	0.4	96%	90%	98%	6%

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 4 Active AIDS Residential Programs